# **EXHIBIT EE**

| Dr. Sari   |  |
|------------|--|
| Edelman    |  |
| Issues     | Dr Edelman has the tendenacy of documenting information in a patients chart; re inter office issues; she chatizes the staff in   |
|            | these messages that become part of the patient medical records.  |
| 11/13/2019 | Conversation that took place between Dr. Edelman and Miriam Ruiz please see example 11.13.2019   |
| 6/15/2020  | Patient had a video visit on 6/15/2020 MRN REDICTED made a complaint about how she felt the visit was unprofessional   |
| 8/28/2020  | Dr. Edelman replies inappropriatley to reminders   |
|            | A medication was denied for MRN# REDXCHED REMXED, Lawrence sent message on 9/23/2020 the medication was denied, and asked if the medication should appealed Dr. Edelman stated that she wanted to appeal; on 10/12/2020 RemXED sent appeal form that needed her signature; Dr. Edelman attacked the liasion and the situation            |
| 9/8/2020   |  |
| 9/8/2020   | Dr. Edelman expresses concerns about her messaging; this was escalated to be resolved  |
|            | Dr. Edelman notified me via text at 11:25 that she running an hour and half behind, she reqyested that the last hour of patients from 12-1 be rescheduled or moved down to 2pm; there are currently 6 patients in the waiting room at 11:41 am   |
| 9/9/2020   |  |
| 3,3,2020   | MRN REDACTED was very upset; she stated that this is a constant issue; she did r/s, I offered her another physician and she stated that she would try one more time. MRN REDACTED came in with the REDACTED; very upset because mom is elderly and difficult to get out of the house. She did reschedule does not want to switch.        |
| 9/11/2020  | Dr. Edelman acknowledges that she sees messages at all levels; she can differentiate the different types of messages (See tab 9.11.2020)   |
| 3,33,      | Manager Second Complained that Dr. Edelman dropped her gloves on the floor and did not pick it up; he felt uncomfotable and felt it was unprofessional; she turned and told patient; she does not touch anything in the room   |
| 9/15/2020  |  |
| 9/15/2020  | Daw add on test requested; unable to do; texted Tawa at 14:28; examples shown; Cymbalata was never 40mg in the system (see tab 9.15.2020)  |
|            | MRN REDUCTED Patient had an appointment scheduled ar 1:15; patient arrived at 1:08 at 2:19pm the patient complained that she waits every time she comes to see the physician; the patient is tired and not feeling well; patient did not want to switch physician; she wants to speak to her PCP and see what the recommendation will be |
| 9/16/2020  |  |
| 3/10/2020  | Patient decided to switch physicians, Dr. Andrew Porges will follow the patient; patient also mentioned that she was cancelled . several times; and just felt fustrated (see tab 9.16.2020)  |

|            | MRN# REDACTED patient was scheduled for a follow up; physician decided to do a synvisc one injection; there was no request in the chart; we started the process; but no synvisc one on hand; (not the preferred drug of NYU) offered gel one she was upset   |
|------------|--|
| 9/16/2020  |  |
|            | stated it was not her liking; she sent tiffany to orthopedics after I explained we did not have it she said to tiffany you don't have to let miriam know; I provided her with the gel one and the forms to fill out since patient will have a 20% coinsurance (See tab 9.16.2020 tab2)   |
| 9/16/2020  | Table 1 Laborate Sent a staff message upset about the interaction between her and Dr. Edelman, there are numerous messages going back and forth  |
| 9/18/2020  | MCIT ticket placed; Dr. Edelman claims that she is not seeing messages, when support reports are run she is viewing the messages; IT will trouble shoot incident #3993555 and incident# 3992025  |
|            | This is so wrong this patient sent a message 12 days ago requesting a change in therapy Tiffany sent her the message 6 days later Dr Edelman she sends a message to Tiffany to enter the medication and pend it back to her and today 6 days later Tiffany routes it to me This is completely ridiculous and it is taking 2 weeks at least for a patient to get her medication, at the end of it Dr. Edelman had already sent in the prescription; she does not review what was previously done. |
| 9/21/2020  |  |
| 9/30/2020  | Dr. Edelman was being informed that a Visco was not approved for a patient; she was very rude in her response see example 9/30/2020  |
| 10/6/2020  | Went over workflow with Dr. Edelman; no response   |
| 10/6/2020  | Patient MRN# REDACTED was seen in the office; patient had lab work done as per the patient; When the patient called back to inquire about the results; there were no results to give; after an investigation it was concluded that Dr. Edelman gave Tiffnay verbal orders and never put the orders into Epic   |
| 10/7/2020  | Had a Rheum Educational conference; Dr. Edelman complained that her fellow peers were discussing political issues and that she was very uncomforatbable with the conversation; witnesses were present were no direct comments were made in any offensive or derogatory; this conversation was taking place prior to the conference started she had texted me to moderate the conversation  |
| 10/19/2020 | Dr. Edelman states that no message was received; after running the audit it shows she had completed the message; however when this is explained to her; she still does not take accountability for her actions (see tab  |
| 10/20/2020 | Patient was seen in the office by a different provider an hour before her visit with Dr. Edelman; orders were entered by RREDICTED FEED and had blood drawn, When the patient saw Dr. Edelman, the physician enetered duplicate blood orders; patient was upset because the patient received duplicate bloods.   |
| 10/27/2020 | I was checking this patient out; she did not make a comment in the wrap up note to indicate when she wants to follow up; I sent her a message via epic jabber; her response is listed in 10.27.2020; this is a constant issue that affects all staff members and the flow of patients  |
| 10/23/2020 | Patient was having a study done; orders enetered wrong; numerous messages were sent to the provider; with no response; please see tab 10.23.2020 assistance was offered however she did not follow up  |
| 10/26/2020 | Dr. Edelman expresses concerns about workflow, I acknowleged her request to meet and discuss; she never replied back   |

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|            | No visco order; complained that its been over a month; original note just signed today 5 min before the patient was in the room   |
|------------|---|
| 10/28/2020 | Rheumatologist had a meetig with the cardiology team; Dr. Edelman did not attend in person; she called in via web ex, during the meeting there was background noise that was coming through interupting the meeting. I went to Dr. Edelman's office to ensure that her phone was on mute; she was not there; as i was coming out of her office she was just arriving on site; I stated to her that her phone was not on mute: she responded very ubruptly "of course it is!" i said to her can i please see, they can hear everything that your doing, she yelled at mem in the hallway; dont touch me; get away from me, other staff members came out to see what the chos was, I simply raised my hands and wmalked away, I was on the phone the entire time with Nicole. I also asked Dr. A. Porges if he had heard the converation and he said he heard yelling |
| 10/28/2020 |   |

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Case 1:21-cv-00502-LJL From: Ruiz, Miriam < Miriam.Ruiz@nyulangone.org>

Sent: Wednesday, November 13, 2019 11:33 AM

To: Antonik, Joseph < Joseph Antonik@nyulangane.org>; Lucca, Nicole < Nicole.Lucca@nyulangane.org>

Cc: Magen, Gloria < Gloria. Magen@nyulangone.org>

Subject: Conversation with Dr. Edelman

HI Joe and Nicole

I just had a conversation with Dr. Edelman about her schedule here at Marcus Avenue.

- 1. I asked her what time would she would like to start here at Marcus she replied just move the patients over.
- 2. I can't get here early but I will honor the patients appointments.
- 3. I asked her if she had a preference of what time she would like to start?
- 4. She replied I am not giving you set hours I don't want patients to be put in by call center, this is just for Huntington patients.
- 5. I asked again, if a patient is unable to get here for 8:30 what do you want me to do.
- 6. She replied in a very loud, demeaning tone: YOU are NOT understanding me. I want the patients to just be moved over.
- 7. In January, I will TELL you what my hours will be.
- 8. I simply said ok, and she stormed out.

| I find this to be very unprofessional, inappropriate and demeaning, | I am here to fully support Dr. | Edelman but not under these | circumstances. |
|---|--------------------------------|-----------------------------|----------------|
| I appreciate your time.   |                                |                             |                |

Thank you

Miriam Ruiz

## **Previous Visit**

Date & Time

Department

Encounter#

6/15/2020 3:30 PM

NYU LANGONE LI RHEUMATOLOGY

REDACTED

# Message

Hello Dr. Edelman,

I was very disappointed in the way you conducted our video visit this afternoon. It was very unprofessional as there was no privacy on your end with the door behind you opened. After you excused yourself for I assume your daughter, who was waving her mask in front of the camera, another or the same daughter came into the room and sat on your chair and was waving at me. You did apologize but I expect my doctors if they have to work from home to conduct their visits professionally as HIPPA requires!!

thope if our next visits have to be done this way that there will be no interruptions and complete privacy! Thank you.

REDACTED REDACTED REDACTED

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### 

CONFIDENTIAL

Received: 2 months ago

Sari Dawn Edelman, DO 🗪 Miriam Ruiz

I am aware, and appreciate the reminder and of course threat of my loss of priveleges!

**Previous Messages** 

⋄

----- Message -----From: Miriam Ruiz

Sent: 8/27/2020 2:11 PM EDT To: Sari Dawn Edelman, DO

Hi Dr. Edelman,

Please note that your annual compliance training must be completed by 8/31/20. Failure to complete these modules may result in a suspension of privileges. Please complete them by due date These can be accessed by logging into FOCUS through the NYU portal.

SDF205 Assigned ORG-01 - Annual Regulatory Training - 2020 (Clinical) Not Evaluated Edelman Sari 1055125 SDF205 Assigned ORG-02 - Emergency Management and Workplace Safety - 2020 Not Evaluated Edelman Sari 1055125

SDF205 Assigned ORG-03 - Annual Compliance Training - 2020 Not Evaluated Edelman Sari 1055125

Any questions, let me know

Joseph Antonik, MBA
Site Director, Ambulatory Operations
NYU Langone Faculty Group Practice
1999 Marcus Avenue, New Hyde Park, NY 11042
Ph: 516.467.8719|Cell: 516.238.8042

30-Oct-20

#### REDACTED AREDACTED

to Sari Dawn Edelman, DO • Me • 1999 Marcus Ave Rheumatology Liaison

RA 0:11 AM

9:11 AM Note

### Error! Hyperlink reference not valid.

Good Morning Dr. Edelman,

There was an appeal form that I emailed to you back on 10/12 that needs your signature. Please advise if you received it.

Thank you

#### REDACTED

### Sari Dawn Edelman, DO

to REDACTED

9:36 AM Note

### Error! Hyperlink reference not valid.

Did you send it in Epic? I do not have it on my desk, and it is not scanned in so likely I did not receive it.

I do not use NYU email for any patient related work. I will not open it, as it is not part of medical chart and therefore it violates OPC regulation as keeping information separate from legal chart. In past I had patient report complaint to OPC regarding billing, and it was found documentation done in NYU emails, and therefore not included in patient record. OPC considered this serious violation as patient has rights to their chart including billing and all ancillary services. By placing information in separate system not linked to patient chart it is essentially considered "hiding" information. Thank goodness I was not found culpable as I was not on any of the emails, and therefore it did not impact my medical licence. I did have to incur cost of private counsel though to prove this. However, the office team management who had used NYU email to correspond patient information this way was found responsible and there were communications with OPC and our office team at time. Since then only use NYU email for professional correspondence. Absolutely no patient communications.

The management involved in this matter is no longer with NYU.

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If you send me information this way I would not have received it as I will not even open it. During pandemic we had use email NYU as unable scan into Epic faxes so forced to communicate this way and I informed patients that email not secure, and not part of chart during pandemic so there would be transparency. Now that office been open sometime have not used this method of patient receiving faxes/forms several months.

Please print form or fax to office so Miriam can print and place on my desk.

Dr. Edelman

Received: 2 months ago

Sari Dawn Edelman, DO - Miriam Ruiz

FYI, I have been giving you patient MR now for months to rectify this. I feel like someone trying deliberately set me up for major patient care error. I am ready call HR as well to protect myself if someone trying to harass me. Serious concern and seems not addressing actual issue.

You can monitor my inbox all you want. Not going see anything because messages not there!

I am literally going crazy here that I am not getting TIffany's stuff, and instead of removing her from sending me things you are assigning her more tasks to send me. It makes no sense and dangerous. Now won't even see my scans. At least was getting this from Fran.

Previous Messages

---- Message -----From: Miriam Ruiz

Sent: 9/1/2020 1:21 PM EDT To: Joseph Antonik, Andrew Rubin, \*

Subject: RE: Patient Care Compromise Needs Immediate \*

Good Morning Dr. Edelman,

Thank you for bringing up your concerns about the workflow that is currently in place. I have had conversations with Tiffany, about her routing her messages to you. She is currently routing all Patient calls and Staff Messages, via a telephone encounter. All Patient Advise requests are being sent directly to you. All medical questions that are being sent are being created as a telephone encounter and sent to you and Trish. All refill medications that are coming in are being pended and sent over to you.

I watched Tiffany create these messages and send them over to you, to ensure that she was sending the messages the proper way. We confirmed this by going back to the patients chart and seeing that the telephone encounter is in the chart and see that this was in your in basket, which I am attached to.

Tiffany has been provided a scanner at her workstation, she will be scanning all of your results into your patients charts. Anything that is not signed off will be scanned and routed to you.

Tiffany will come to your office in the mornings to retrieve any outgoing items from the top part of your outbox, located on the shelf.

For the remainder of the week, Trish and myself will be handling all messages so please route them to the both of us. We will monitor your baskets and keep a close eye on all messages.

For any Patient Advice requests that you are sending back to the patient, please loop in Trish and I, if any follow up requests are needed.

## ☑ Patient Care Compromise Needs Immediate Attention

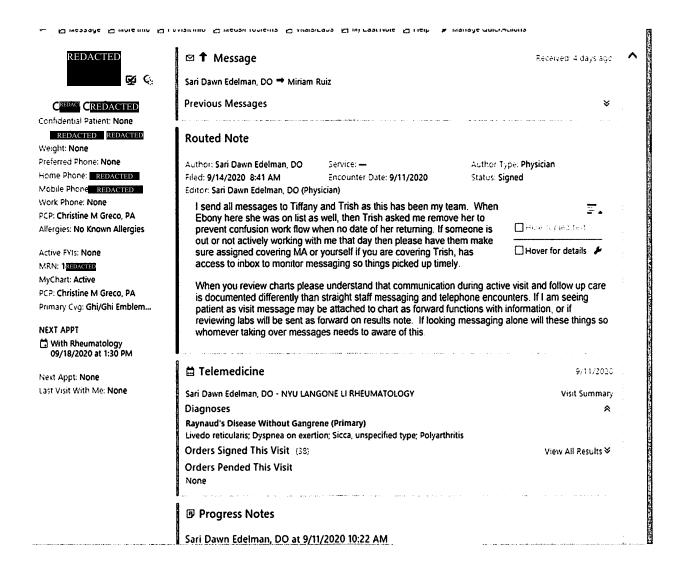
Received: 2

Sari Dawn Edelman, DO Miriam Ruiz; Joseph Antonik; Andrew Rubin
Please be aware that I have been communicating with Miriam Ruiz on major patient care communicating Epic. It seems my direct medical assistant Tiffany Davis messages in Epic do not appear in my raths has been occurring for months. I have provided multiple reports to my direct manager during event. At this point in time, there has not been any adverse patient outcome, but is is matter of timessaging going without review by physician is unsafe practice management. It also adversely aft satisfaction.

I have been awaiting a response on reason for this from Miriam and she did report she has been it. At this point in time I do not feel comfortable with the situation. I feel it would be best for Tiffa not be responsible for sending me messages in Epic.

Of note, I do receive messaging from the phone room on a consistent basis and from all other team the office. I am not sure why the messages Tiffany forwards to me do not appear in my box, but point in time it is not safe practice and I am requesting until situation is resolved that she is not pube a point of contact for messaging patient care issues to me in Epic. Please inform the call center room as to whom you feel can be assigned to address my calls until the matter the rectified.

| I appreciate you prompt attention to this matter. I sincerely hope this is not system wide IT issu | ıe. |
|--|-----|
| Sari Edelman, D.O.   |     |



This Order Has Been Discontinued

Order Status Discontinued Reason None

On

Sari Dawn Edelman, DO 9/15/20 1424

**Additional Dispense Information** 

**Outpatient Medication Detail** 

DAW

DULoxetine (CYMBALTA) 60 mg capsule (Discontinued)

No

**Outpatient Medication Detail** 

Disp 30 capsule Refills

2

End

DAW No

DULoxetine (CYMBALTA) 60 mg capsule (Discontinued) Sig - Route: Take 1 capsule by mouth daily. - Oral

8/28/2020 9/15/2020

Start

Outpatient

Sent to pharmacy as: DULoxetine 60 mg capsule, delayed release (CYMBALTA)

Class: Normal

Date/Time Signed: 8/28/2020 15:56

E-Prescribing Status: Receipt confirmed by pharmacy (8/28/2020 3:56 PM EDT)

E-Cancel Status: Request approved by pharmacy (9/15/2020 2:24 PM EDT)

E-Cancel Status Note: RX last filled 08-30-2020, future fills canceled.

**Order History** Date/Time

08/28/20 1052

09/15/20 1424

**Action Taken** 

Pend

Discontinue

User

Additional Information

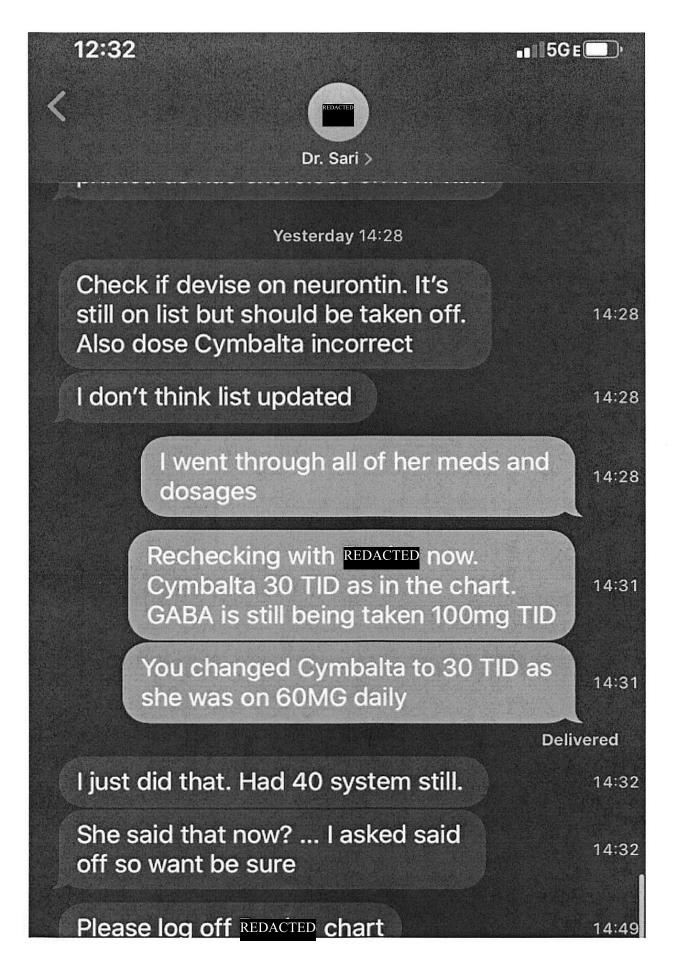
08/28/20 1556 Sign 09/15/20 1332

Sari Dawn Edelman, DO Taking Flag Checked

Tiffany Benjamin Sari Dawn Edelman, DO

Patricia Fesolowich, RN

Reorder from Order: 421519003





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Sari Dawn Edelman, DO

Note

9/14/20 8:50 AM



I spoke with Fixed length Friday. She has done investigation herself and will pass info to me today in detailed letter. I will then try get approval.

# dditional Documentation

Encounter Info: Billing Info, History, Allergies, Detailed Report

ncounter Messages

Expand All Collapse All

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| Phone number.                             | ••                  |                      | Result.             | TXT SENT                 |  |  |  |  |
|---|---------------------|----------------------|---------------------|--------------------------|--|--|--|--|
| Comm. type:                               | External Vendor     |                      | Call type           | Outgoing                 |  |  |  |  |
| Contact:                                  | CREDACTED BREDACTED | HREDACTED            | Reason              | Appointment Confirmation |  |  |  |  |
| User                                      | CADENCE, BAT        | CH PROCESSING        | Date/time:          | 9/11/20 1:25 PM          |  |  |  |  |
| Comment:                                  |                     |                      |                     |                          |  |  |  |  |
| Context                                   | Appointment Auto    | omatic Notices       | Outcome:            |                          |  |  |  |  |
| Phone number:                             |                     |                      | Result <sup>-</sup> | TXT SENT                 |  |  |  |  |
| Comm type:                                | External Vendor     |                      | Call type           | Outgoing                 |  |  |  |  |
| Contact:                                  | CREDACTED BREDACTED | HREDACTED            | Reason              | Appointment Confirmation |  |  |  |  |
| User CADENCE BATCH                        |                     | CH PROCESSING        | Date/time           | 9/11/20 1:25 PM          |  |  |  |  |
| Comment:                                  |                     |                      |                     |                          |  |  |  |  |
| Context:                                  | Appointment Aut     | omatic Notices       | Outcome:            |                          |  |  |  |  |
| Phone number: Comm. type: External Vendor |                     | Result:              | TXT SENT            |                          |  |  |  |  |
|   |                     | Call type:           | Outgoing            |                          |  |  |  |  |
| Contact:                                  | CREDACTED BREDACTED | REDACTED             | Reason:             | Appointment Confirmation |  |  |  |  |
| Event Tracking L                          | .og                 |                      |                     |                          |  |  |  |  |
| Event Name                                |                     | User                 | Date & Time         | Comments                 |  |  |  |  |
| Appointment Sched                         | duled               | JREDACTED, CREDACTED | 8/28/20 4:01 PM     |                          |  |  |  |  |
| Department check-                         | in started          | REDACTED, MEDACTE    | 9/16/20 1:07 PM     |                          |  |  |  |  |
| Department check-                         | in complete         | REDACTED M REDACTE   | 9/16/20 1:08 PM     |                          |  |  |  |  |
| ES COLOR YELLO                            | OW                  | REDACTED, MREDACTE   | 9/16/20 1:08 PM     |                          |  |  |  |  |
| Visit Due                                 |                     |                      |                     |                          |  |  |  |  |
| Copay due:                                |                     | 0.00                 | Copay paid:         | 0.00                     |  |  |  |  |
| Prepay due:                               |                     | 0.00                 | Prepay paid         | 0.00                     |  |  |  |  |
| Comment:                                  |                     |                      |                     |                          |  |  |  |  |



Message

Received: Yesterday

Sari Dawn Edelman, DO ➡ Miriam Ruiz Caller: Unspecified (2 days ago, 3:13 PM)

Previous Messages

 $\approx$ 

Patient Calls

Sari Dawn Edelman, DO ⇒ You

17 hours ago (3:50 PM)



Any reply IT? Been over week?

Stress again this is compliance issue as impacts patient care. Needs to be rectified as patient safety is being compromised and we are all aware of it. I have legal responsibility to report it as do you and Joe if not rectified as can lead to patient adverse event. While we are trying mitigate this by temporary fix, it remains to be rectified.

Documentation

Sari Dawn Edelman, DO ⇒ You; Tiffany Benjamin

17 hours ago (3:35 PM)

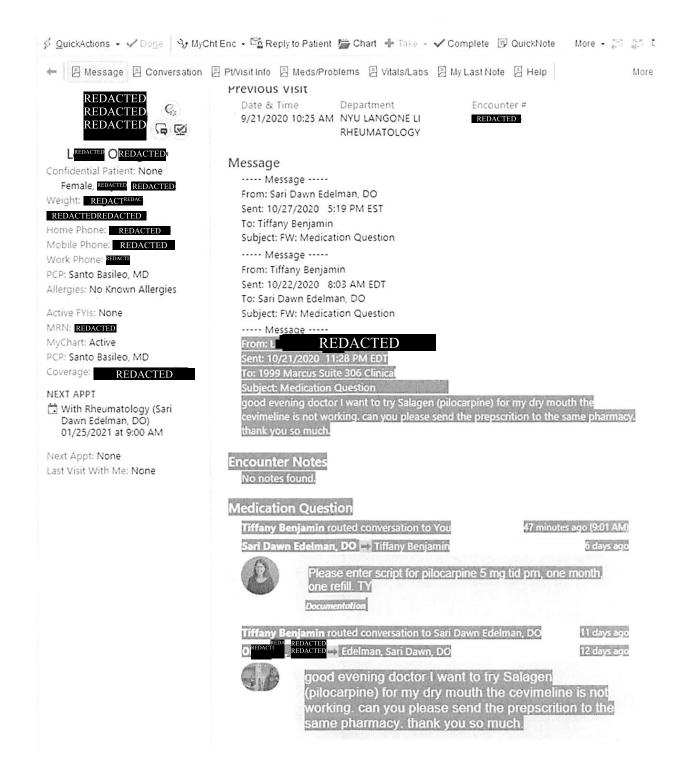


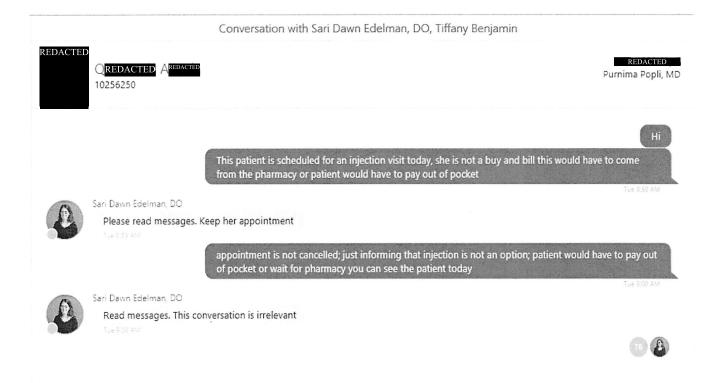
Tiffany, I would like you not send to me at all, just route to Trish or Miriam and they will continue send to me. Issue is liability. If you route to me and somehow not rerouted back by Trish or Miriam, and I don't get it, it appears, as if I received it when did not. It is best for now for you not to route me messages unless not patient related in staff message or it is lab result note. I believe I do get messages when comes in as lab result note from you. Telephone messages and any forwarded messages do not get received.

Documentation

You -> Tiffany Benjamin; Sari Dawn Edelman, DO

22 hours ago (10:56 AM)





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| j | Sari Dawn Edelman, DO   |   |
|---|---|---|
|   | Medicine, Rheumatology  |   |
|   | Conversation: Test Results Question   |   |
| 1 | (Oldest Message First)  | i   |
| 1 | 20-Oct-20   | i   |
| 1 | MREENGERE, REDNOWLED  | 1 5   |
|   | to Edelman, Sari Dawn, DO   | 1<br>1  |
| 1 |   | 1   |
| 1 | 11:13 AM  | 4   |
| 1 | Hi, I saw my obgyn and mfm dr today, they wanted to know if the results of the lab work has come back? Please send to their offic | // email my mfm dr at REDAGHED  |
| Ĭ |   | · · · · · · · · · · · · · · · · · · ·   |
| 1 | Thank you,  | •   |
|   | REDACTED REDACTED   | 1   |
| 1 |   | 1   |
| - |   | 1   |
| 1 | TB  |   |
| 7 | 3:04 PM   | 1<br>2  |
| 1 | Tiffany Benjamin routed this conversation to Sari Dawn Edelman, DO  |   |
| - | 21-0ct-20   | 3 }   |
| - | Sari Dawn Edelman, DO   | :   |
|   | to Madaxiner Reduction  | :   |
|   | CO MERCANIA MARKATAN  |   |
| - | S:17 PM   | ;   |
|   |   | ;<br>;  |
| - | Are you referring to January 2020 labs? Or was there another set done after this?   |   |
| - |   | 1   |
|   | Last read by ENERGY MEDIAGES at 3:30 PM on 10/28/2020.  |   |
|   | MREDACTED EREDACTED   | i   |
| - | to Edelman, Sari Dawn, DO   | i   |
| - |   | 1   |
|   | 5:18 PM   | t<br>5  |
|   | No, the bloods that were done 2 weeks ago in your office.   |   |
| - | 25-Oct-20   |   |
|   | MREDACTED REDACTED  |   |
|   | to Edelman, Sari Dawn, DO   |   |
|   |   |   |
|   | 4:17 PM   |   |
|   | Hi, I'm following up on these test results from 10/6?   | 1 2   |
|   |   |   |
|   | My obgyn was looking for the results. Thanks.   | 1   |
|   | 27-Oct-20   |   |
|   | Sari Dawn Edelman, DO   |   |
|   | to Patricia Fesolowich, RN  |   |
|   |   | !<br>1  |
|   | 7:39 AM   | 1   |
|   | No results this date on chart. Please track down ASAP. Been few weeks since done and ob needs them as well. Ty                    |   |
|   | Sari Dawn Edelman, DO   | !   |
|   | to Patricia Fesolowich, RN • Tiffany Benjamin • Me  |   |
|   |   |   |
|   | 5:13 PM   |   |
|   | Note  |   |
|   |   |   |
|   |   |   |
|   | MISSING LABS! Patient here two weeks ago. I see no orders labs, but patient stating we did labwork. I am thinking may have sen    | t out to Exagen. That would be only way could have sent labs without order in system. |
|   |   |   |

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Tiffany please check and let me know. The tubes definitely taken per patient. Not sure who MA was that day.

29-Oct-20
Me
to Sari Dawn Edelman,
DO • Patricia
Fesolowich, RN
MR
12:08 PM
Dr. Edelman, I see that the patient was
here on 10/6/2020 for a visit, I do not
see any orders for any blood test that

were ordered.

Did you give the patient a requisition to go out

Thank you Sari Dawn Edelman, DO to Me

for blood work?

6:11 PM Note

I did not send her out. She stated labs done in our office. You can call her to verify this, perhaps I misunderstood her message. I know on occasion, RARE occasion (like once or twice month maybe), if we run late and need free up room, may tell Tiffany to do "lupus panel" or APL panel etc just so she can draw tube and open room if I can't enter order right away. However, she always sends me message to enter order by end day or text as she cannot send out tubes without requisition printed. If I forgot enter it, then next day she would have tubes

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in fridge and remind me if no orders entered. I cannot find either message requesting orders in system or text on my phone. I am thinking that if we did send out to Exagen. I requested tiffany call over yesterday. I have not heard back from her.

Patient is pregnant, and these tests done to be sent to her high risk doctor as well. If for some reason we lost tubes, or never sent out, we need let her know ASAP and have redone.

Thank you

30-Oct-20
Me
to Sari Dawn Edelman,
DO • Patricia
Fesolowich, RN
MR
9:15 AM
Hi Dr.
Edelman,

I spoke with Tiffany, she does recall drawing the bloods and holding them over in the fridge. She did forget to remind you to enter the orders for the patient. I spoke to EQUALITY and she is aware of the mishap on our end, I offered her to come in today for a draw but she has transportation issues. She is willing to go to a Quest Lab tomorrow and have this done, would you please enter the orders so I can fax it over to Quest. Thank you

2-Nov-20

Me to Sari Dawn Edelman, DO MR 3:09 PM

Dr. Edelman

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Etheorete is going on Tuesday to Quest, they do not take walk ins and she scheduled the appointment.

Thank you
5-Nov-20
Sari Dawn
Edelman, DO
to MREDACTED
EREDACTED

11:02 AM Hi

Labs are resulted in MyChart. Everything looks okay. Sjogren's antibody called the SSA remains elevated and similar titers to previous. You are more anemic- low red cells, which is likely due to the pregnancy. Please just review this with your gynecologist to ensure that you are getting enough iron. The other mild findings of low protein also feels related to the pregnancy. The calcium level appears to be low, however when recalculated due to the low protein it is within normal ranges. The autoimmune clotting antibodies are negative.

Dr. Edelman

Last read by EREDACTED MEDIACTED at 11:29 AM on 11/5/2020. Sari Dawn Edelman, DO to Patricia Fesolowich, RN

11:03 AM Note

Please send over the results of recent labs from 11 3 to her gynecologist. It is the maternal-fetal medicine office. Email is m

REDACTED

MREDACTED, E REDACTED

to Edelman, Sari Dawn, DO

11:09 AM

Thank you, can you please make sure my gyno gets the results? You can email to her at M. REDACTEDREDACTED REDACTED REDAC

Thank you, see you in a few weeks.

Sari Dawn Edelman, DO

to Mredacted, E redacted

1:12 PM

Of course, I already requested be sent over this morning to her.

Last read by EREDACTED MREDACTED at 1:18 PM on 11/5/2020.

Patricia Fesolowich, RN to MREDACTED, EREDACTED

PF

2:28 PM

E REDACTED,

Please tell me your GYN name and if you have it the fax # as we can't send results through email

Trish

Last read by EREDACTED MREDACTED at 2:28 PM on 11/5/2020.

MREDACTED, EREDACTED

to Fesolowich, Patricia, RN

2:32 PN

Hi, my obgyns name is GREDACTED, Bayside, NY REDACTED not sure of the fax#.

You can put it to his attention or Dr  $M_{\text{\tiny{REDACTED}}}$  Section 2. Leaves as shes in the same office and is my high risk dr.

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OCTUBEL O, ZUZU

Sari Dawn Edelman, DO to Me 1

Note

3:21 PM

P

This is my workflow. I enter external when patients tell me do not know which lab going to, so we have to mail requisition to them and then track down results. Sometimes they just do not know until after call insurance or research labs local to them. If want can create form letter to go out with external labs requisition informing patients to notify us of date of service and lab so we have information faster. Not sure if this actually save time or not as someone still have follow up that results received regardless.

If know lab I enter it orders this way.

October 12, 2020

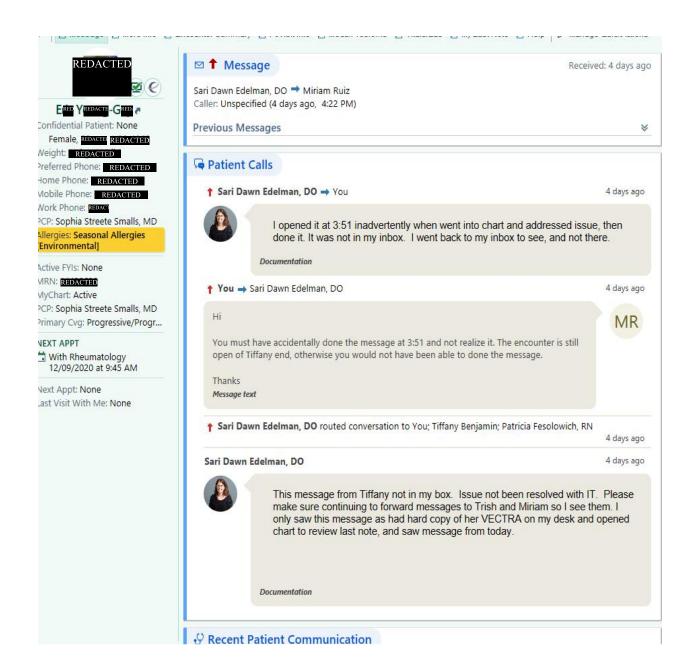
Sari Dawn Edelman, DO to REDACTED

Ok, that has been my workflow, so no change

2:39 PM



Last read by Leslie REDACTED at 3:04 PM on 10/12/2020.



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| 10/20/2020 Tue | 12:15 PM | Comp | FOLLOW UP<br>[1002] |                    | RHEUM LI<br>[10785001] | NO REFERRAL<br>REQ//patient has an<br>appointment at<br>11am with<br>Dr.Donnelly same | <none></none> | • |
|----------------|----------|------|---------------------|--------------------|------------------------|---|---------------|---|
| 10/20/2020 Tue | 11:00 AM | Comp | FOLLOW UP           | FIREDA, RIREDACTED | NS HEM ONC<br>REDACTED | NO REFERRAL<br>REQ//FERRITIN<br>CHECK   | REDACTED      | • |



## ☑ Patient messaging

Sari Dawn Edelman, DO → Miriam Ruiz Dear Miriam,

Patients using the portal to message acute issues, and messages not being screened so things sitting in there few days. Also issue that patient emails also not forwarded to me directly, so by time gets my box been day or two, sometimes more before I even see it. In past Trish and Ebony screened these messages, and would triage with call to determine who needed more immediate visit or even hospitalization.

Also duplicate messaging coming in making it more difficult to get through box timely and address things properly. Basic messaging which in past handled by staff and never even routed to me us being sent in duplicate... things like script going to wrong pharmacy, or needing cancel and change visit or just refill requests. If I open 10 messages day on refill requests that is thirty minutes at least of my time having to enter meds, find correct pharmacy etc, which is 2-3 patient visits.

This becoming safety issue having 50-60 patient emails day and not having time to sort all out. I am opening email until midnight, on weekends.. I am using time in afternoon could be seeing patients in office in follow up just to keep up messaging.

I would like set up meeting with you to try sort out work flow again so conducive to allowing more time patient care issues.

Thank you

Dr Edelman

Received: 1 week ago

